

Enterprise Incident Report October 2011

As of 11/1/2011

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.  
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	18	18
	13	13
Customer Company Total	18	18
	13	13

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## Board of Pardons and Parole

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock minutes.  
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Inital Response	
	Low	MIR Total
Board of Pardons and Parole	18	18
	4	4
Customer Company Total	18	18
	4	4

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## Board of Pardons and Parole

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Board of Pardons and Parole	18 0.35	18 0.35
Customer Company Total	18 0.35	18 0.35

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Board of Pardons and Parole	18	18
	0	0
Customer Company Total	18	18
	0	0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and  
Critical within 2 clock hours.  
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	18 0.90	18 0.90
Customer Company Total	18 0.90	18 0.90

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### Detail

<b>INC000000392865</b>	John Green Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Action Request System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000395660</b>	Melissa Stapley Metro C Help Desk	Application Ross Owen	Error Board of Pardons and Parole	Offender Tracking Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.60
<b>INC000000396226</b>	Dave Franchina Metro C Desktop Support	Application Tammy Black	Error Board of Pardons and Parole	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.55 2.14
<b>INC000000397448</b>	Melissa Stapley Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000397971</b>	Julie K Brown Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	Offender Tracking Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000399460</b>	Donald Blanchard Metro C Desktop Support	Network Tammy Black	Error Board of Pardons and Parole	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.47 4.28
<b>INC000000399770</b>	Donald Blanchard Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400398</b>	Megan B Hess Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400805</b>	Melissa Stapley Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000400983</b>	Susanne Escobar Metro C Desktop Support	Print/Copy/Scan/Fax Tammy Black	None Board of Pardons and Parole	None Low Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 2.41
<b>INC000000401238</b>	Alan Walker Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	Internet Explorer Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401310</b>	Donald Blanchard Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000401638</b>	Dave Franchina Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Adobe Flash Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000402244</b>	Ann Galvan Metro C Desktop Support	None Tammy Black	None Board of Pardons and Parole	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000402948</b>	Jennifer Bartell Metro C Help Desk	Application Reed Stohel	Reporting Board of Pardons and Parole	PGP Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
<b>INC000000403631</b>	Donald Blanchard Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	Employee Gateway Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000405624</b>	Megan Flox	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: Yes	TIR:	2.15
	Metro C Desktop Support	Ken Knobel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	5.60
<b>INC000000405818</b>	Dave Franchina	EIS Hardware	Printer	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00